

1. Record Nr.	UNINA9910811542603321
Autore	Andersen Bjørn
Titolo	Business process improvement toolbox / / Bjørn Andersen
Pubbl/distr/stampa	: American Society of Civil Engineers (ASCE) Milwaukee, Wisconsin : , : ASQ Quality Press, , 2007
ISBN	1-63694-176-1 0-87389-027-2 600-00-4843-2
Edizione	[Second edition.]
Descrizione fisica	1 online resource (312 p.)
Disciplina	658.4/063
Soggetti	Reengineering (Management) Benchmarking (Management)
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Description based upon print version of record.
Nota di bibliografia	Includes bibliographical references (pages 287-290) and index.
Nota di contenuto	Business process improvement -- Why is improvement necessary? -- A business process improvement framework -- Understanding the organization's stakeholders and strategic direction -- Stakeholder expectations of improvement -- Reviewing the organization's strategy -- SWOT analysis -- Competitive forces analysis -- Strategy map -- Understanding your current business processes -- From processes to departments to business processes -- Definition of a business process -- Classification of business processes -- Identifying the organization's business processes -- Business process modeling -- Relationship mapping -- Traditional flowchart -- Cross-functional flowchart -- Flowchart divided into process segments -- Several-leveled flowchart -- Flowchart with statistics -- Paper-and-pencil or PC? -- Using performance measurement in business process improvement -- The role of performance measurement in business process improvement -- Implementing a performance measurement system -- Performance indicators -- Creating a business process improvement roadmap -- Improvement project planning -- Trend analysis -- Spider chart -- Performance matrix -- Criteria testing -- Quality function deployment -- Organizing for business process improvement -- Business process improvement skills -- Organizational modes that support business

process improvement -- Quality circles -- Cross-functional teams -- Stimulating an improvement culture -- The business process improvement toolbox -- The need for a toolbox -- A business process improvement model -- The tools in the toolbox -- Tools for collecting data about the performance shortcoming -- Sampling -- Surveying -- Check sheet -- Problem concentration diagram -- Tools for analyzing the performance shortcoming -- Critical incident -- Pareto chart -- Cause-and-effect chart -- Five whys analysis -- Scatter chart -- Histogram -- Relations diagram -- Matrix diagram -- Is-is not analysis -- Bottleneck analysis -- Tools for generating ideas and choosing among them -- Brainstorming -- Brainwriting/Crawford slip method -- Six thinking hats -- Nominal group technique -- Paired comparisons -- Tools for creating improvements -- Streamlining -- Bureaucracy elimination -- Redundancy elimination -- Value-added analysis -- Process cycle time reduction -- Idealizing -- Quality function deployment -- Statistical process control/control chart -- Definitions of variation -- Basic statistics -- Types of control charts -- Constructing control charts -- Interpreting the control charts -- Process capability -- Six Sigma -- The six sigma process -- Six Sigma in the organization -- Business process reengineering -- A process for conducting business process reengineering -- Planning -- Reengineering -- Transformation -- Implementation -- Benchmarking -- Definitions of benchmarking -- Conducting a benchmarking study -- Tools for implementing improvements -- AT analysis -- Tree diagram and process decision program chart -- Force field analysis -- Sample university - improving student satisfaction -- Description of the organization -- Development of performance priorities -- Understanding the current processes and performance shortcoming -- Analysis of the performance shortcoming -- Generating ideas and improvement proposals -- Implementation of improvements -- Green carpet seed - Revamping the business model -- Description of the organization -- Development of performance priorities -- Understanding the current processes and performance shortcoming -- Generating improvement ideas -- Developing an improved process -- Implementation of the new service -- Appendix Template package -- SWOT analysis -- Trend analysis -- Spider chart -- Performance matrix -- Criteria testing -- Quality function deployment -- Relationship mapping -- Cross-functional flowchart -- Check sheet -- Pareto chart -- Cause-and-effect chart -- Five whys analysis -- Scatter chart -- Histogram -- Relations diagram -- Is-is not analysis -- Paired comparisons -- Control chart -- Force field analysis.
